

QUALITY ASSURANCE SPECIALIST (COUNSELOR)

PART-TIME 20 HOURS PER WEEK

Do you have specialized experience in Quality Control of Clinical Mental Health Records and MediCal Documentation Standards? If you do, the Youth and Family Services (YFS) Division of the Human Services Department may be the place for you!



The first review of applications:

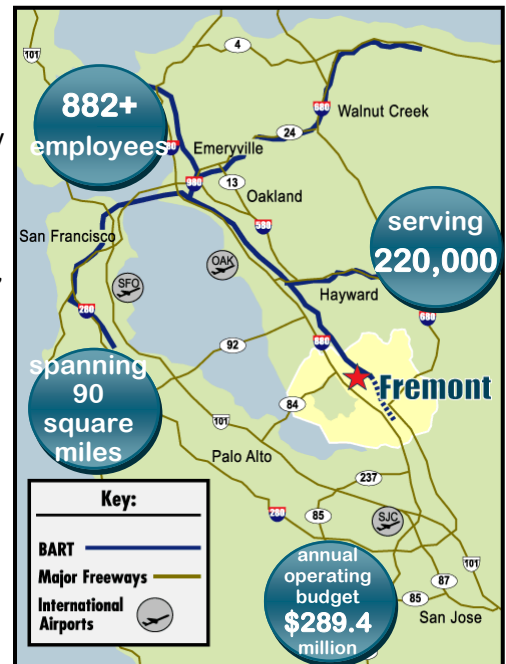
November 20, 2015 at 12:00 noon

This position will be open until filled. Interested candidates are encouraged to apply immediately!

ABOUT US

Fremont is well-managed and innovative city, and has recently generated national attention by ranking second on the “Best Run City in America” list by 24/7 Wall Street and America’s third “Sharpest, Smartest City” by Reader’s Digest. Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, quality parks and nearby open space, and an incredibly diverse population of over 220,000 residents. As a full service city, Fremont employs over 882 regular employees and has a total annual budget of \$289.4 million with \$174.3 million general fund.

Fremont is an employer that values its people, creativity, quality service, integrity, open communication, collaboration, mutual respect, and diversity. Employees find their work challenging, yet rewarding, and most importantly, enjoy the chance to make a difference through public service. [Think Fremont!](#)



FREMONT'S VISION

The City of Fremont has branded itself as strategically urban and as the Advanced Manufacturing Hub in Silicon Valley. Now, the City is in the midst of developing its Downtown and Warm Springs Innovation District as well as implementing land use policies and programs that will promote thoughtful and sustainable development that will lead Fremont into the future.

THE HUMAN SERVICES DEPARTMENT

The Human Services Department oversees the City programs for children, youth, families, and seniors. The Department also coordinates various volunteer opportunities and grants to the community.

For 35 years, the Department has worked side by side with those we serve and support, to strengthen families and individuals, and help them meet their own goals for success.

THE POSITION

The **Quality Assurance Specialist (Counselor) position** requires a clinical counselor who has specialized work experience and skills in quality control of behavioral health records and State MediCal documentation standards. This position is based out of Youth and Family Services Division counseling offices at the Family Resource Center.

Under the direction of a Clinical Supervisor, the Quality Assurance Specialist provides hands-on coordination of all quality assurance activities of the mental/behavioral health programs of Fremont’s Youth and Family Services Division. The Quality Assurance Specialist will provide routine audits of clinical client records, tabulation and reporting of audit results to individual programs, all in an effort to ensure the programs meet strict documentation and billing standards. This position is also responsible for establishing and maintaining a clinical records training manual, and to provide training and feedback to clinicians, program supervisors and directors to improve our clinical client record keeping practice. This position will play a critical role in helping provide resources for supervision of quality assurance, clinical paperwork and clinical consultation.



THE IDEAL CANDIDATE

The ideal candidate will have specific experience in Alameda County overseeing documentation standards and controls as part of a Chart Quality Review Team (CQRT). The successful candidate will possess strong written and oral communication abilities, as well as a positive customer service attitude. In addition, the incumbent will display keen observation and evaluation skills of quality assurance and control of documentation. The ideal candidate will be proficient in EPSDT/MediCal documentation and billing requirements.

EXAMPLES OF DUTIES

- Assist in ensuring mental health programs are in compliance with State and County clinical record keeping practices as well as quality documentation and billing standards.
- Maintain and assist with the update of mental health documentation templates as needed/required.
- Assist in maintaining and developing policies related to monthly internal audits (CQRT) as well as yearly county audits in preparation for state audit.
- Provide department with coordination and support before/during annual county audits.
- Administer internal monthly client record audits .
- Ensure confidentiality laws and HIPAA compliance.
- Assist in developing internal quality control systems and reporting method/tools.
- Ensure all staff registrations are current and filed at all times.
- Attend all pertinent quality assurance meetings as indicated by Supervisor.
- Provide feedback to clinical supervisor/Director regarding employee performance on clinical paperwork.
- Develop training manuals/materials and support ongoing clinical team training.
- Work as a member of the agency team, promoting the mission and philosophy of the organization.
- Provide excellent customer service to all staff, clients, and agency contacts.
- May provide some direct service or clinical consultation as need arises.
- May provide clinical supervision to assigned counseling interns/trainees based on licensure.

EDUCATION AND EXPERIENCE

The successful candidates will have any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. A typical way to acquire the appropriate background includes a Master's Degree in psychology, counseling, social welfare or comparable field and two years of progressively responsible experience providing quality control of behavioral health records and State MediCal documentation standards.

This position requires the ability to travel independently within the City limits and Alameda County, and proficiency with Microsoft Office (Excel and Word), as well as several electronic information systems used for clinical records and time reporting.

The following are highly desirable: Licensed Marriage Family Therapist, Licensed Clinical Social Worker, or Licensed Clinical Psychologist; completion of the required training to provide clinical supervision in California; proficiency with MediCal (EPSDT) documentation requirements.

COMPENSATION & BENEFITS

The hourly salary is \$30.78 — \$37.41 depending on qualifications. Fremont offers an attractive pro rated benefits package for part-time regular employees which includes, but is not limited to:

- \$300/month for possession of one of the following licenses: LMFT, LCSW or Clinical Psychologist
- Excellent CalPERS retirement plan
- Annual tuition reimbursement is available for qualified employees
- \$1,681.95/month (pro rated based on hours worked) to spend towards medical, dental and vision
- \$50,000 life insurance coverage
- Annual pro rated general leave bank starting at 192 hrs. and maxing at 264 hours for full time employees.
- 12 paid holidays and 1 floating holiday per year
- Comprehensive wellness program
- A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

The probationary period for this CFEA represented position is twelve (12) months.

APPLICATION INSTRUCTIONS

To be considered for this position, apply online by submitting a completed City application, resume and cover letter through our online application system: www.fremont.gov/cityjobs

The test process for this position may include a written exam, performance exam, a panel interview, reference checks and fingerprinting. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660. The City of Fremont is an Equal Opportunity Employer.

Tentative Recruitment Schedule

First Review of Applications 11/20/15

Interviews: Week of December 7, 2015

Start Date: Late December

15HS17 Posted 11/6/15

HUMAN RESOURCES DEPARTMENT

City of Fremont

3300 Capitol Avenue, Building B

Fremont, CA 94538

 **Fremont**

